



Virginia Information Technologies Agency



Work Request Performance

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Information Technology Advisory Council

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Today's objectives

- Provide a brief history of the work request process
- Provide work request performance measures and data
- Review recent improvements to the process
- Detail current process challenges and improvements to the process under discussion



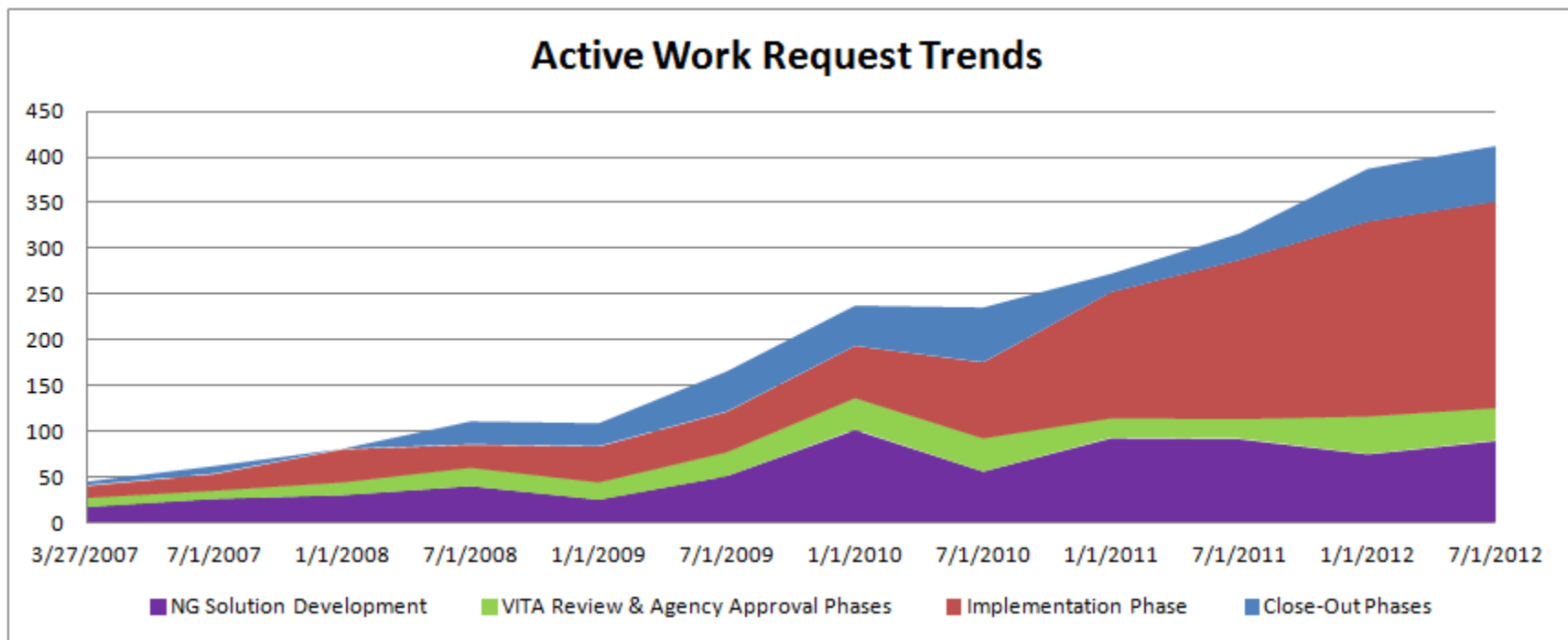
Background

- July 2006 – June 2008 (contract years 1-2)
 - Cost plus pricing environment with process in its infancy
 - 41 requests for service (RFS) completed
- July 2008 – March 2010 (contract years 3-4)
 - Resource unit (RU) rate-based billing with ordering process maturing
 - Significant contractual disputes delayed delivery of RFS
 - 142 RFS completed
- April 2010 – present (contract years 5+)
 - Mod 60 resolved many contractual issues
 - Work request process and standard forms introduced
 - 1,110 work requests completed through June 2012



Work request growth

- Use of the work request process has grown significantly over time





Process performance

- Northrop Grumman reports its work request process performance monthly at the joint rhythm review (JRR) meeting
 - Attended by commonwealth's CIO, Northrop Grumman's VP and respective staff members
- Performance reporting has evolved over time as a result of changes in the process and changing areas of concern
- Data presented is reviewed and validated by VITA for accuracy
- Work request portion of the monthly JRR brief is posted on the agency information technology resource (AITR) page on the VITA website



Performance reporting: Work request summary

Work Request Portfolio

Phase (as of)	May 1	Jun 1	Jul 1
Solution Development	86	70	92
Awaiting Notice to Proceed (NTP)	22	37	43
Implementation	244	256	235
Total Active Projects	352	363	370

Standard Form Status

Forms Status	May 1	June 1	July 1
Northrop Grumman Development	3	3	4
VITA/Northrop Grumman Collaboration	3	2	1
Form Pilot	2	2	3
In Production	17	17	17
Form Modification	0	0	0
On-hold/Dispute	3	3	4

Work Request Activity Summary

Solution Development	Apr	May	Jun
Requests for Solution	52	45	56
Proposals Delivered to VITA	44	49	34
Requirements Returned	0	0	0
Cancellations by Agency	6	3	3
Proposals Withdrawn	1	0	0
Implementation	Apr	May	Jun
NTPs Issued (Custom Work Request)	35	31	23
NTPs Issued (Standard Forms)	36	52	47
Notification of Completions	51	66	89
Cancellations by Agency	0	1	0

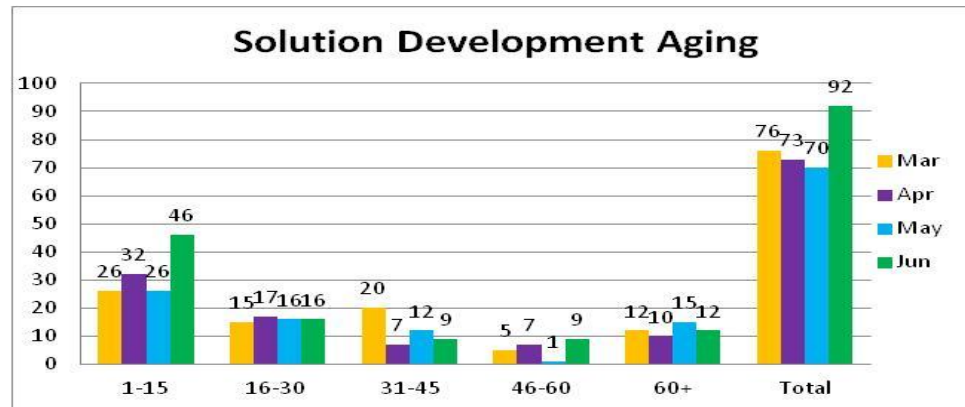
Procedures manual documentation delivered, collaboration underway

Monitoring pilots of standard forms for non-Commonwealth Enterprise Solutions Center (CESC) Virtual Machine, and physical servers (CESC and non-CESC)

July JRR Brief



Performance reporting: Solution development summary



45+ Day Status	Count
Pending Requirements	1
Approval Cycle	7
UCaaS Schedule	6
Solution Development	6
Pending ECP	1
Pending Cancellation	0
Grand Total	21

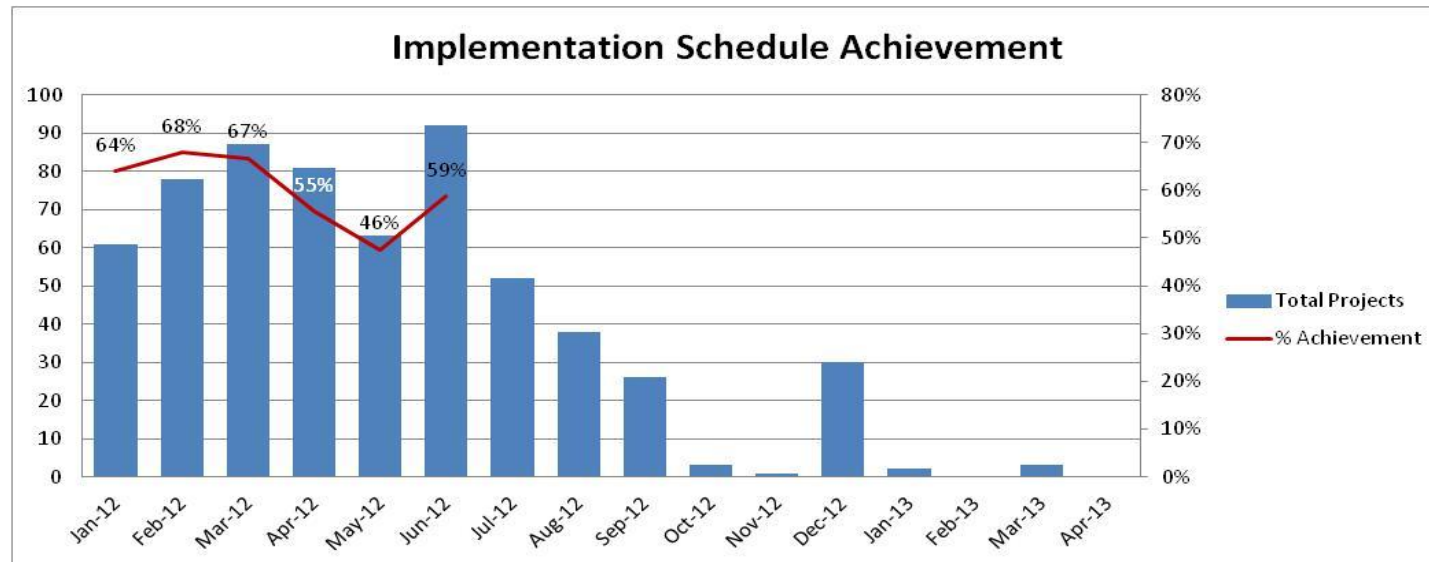


July JRR Brief



Performance reporting: Implementation summary

- June implementation highlights
 - MITA team successfully delivered initial LPARs according to plan (VITA-1053)
 - DCE->DOC/DJJ agency consolidation
 - Completed request fulfillment for 50 standard forms
- Implementation schedule achievement continues to be major focus area
 - July demonstrating improved performance



July JRR Brief



Commonwealth's role in performance

- VITA and requesting agencies also impact the delivery of work request proposals
- Average impact is 15.2 business days (12 months)
 - VITA proposal review and pricing: 5.2 days*
 - Agency approval of custom work request proposal: 9.0 days*
 - VITA notice of customer approval issued to Northrop Grumman: <1 day**

*Excludes standard work requests that do not require a proposal review, pricing or customer review

** Includes time to review of standard form



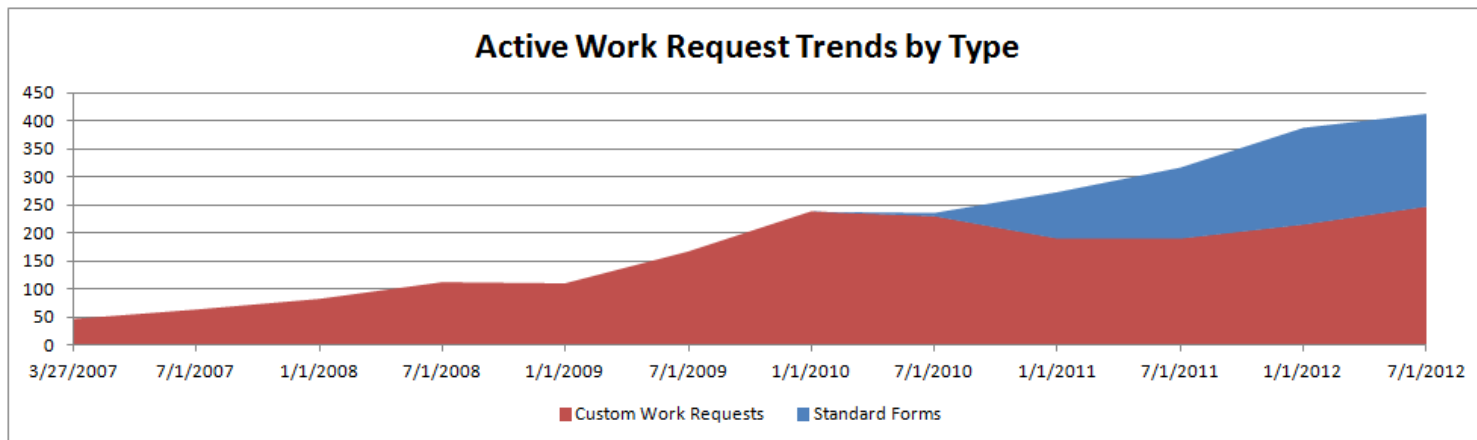
Recent process improvements

- Release 2.2 of the service catalog and work request database approved and implemented
 - Allows for increased AITR interaction
- Standard forms
 - Eight new standard forms in production or piloted
 - Two additional standard forms revised and returned to production
- Requirements document for custom work request modified to improve data collection and customer experience
 - New document currently being piloted
- Delivery of custom work request solutions to AITR streamlined to reduce time and accidental delays
- Receipt of customer approved work request solutions (custom and standard) streamlined to reduce time and accidental delays
- Significantly updated infrastructure ordering guide



Work request growth

- Use of standard forms instead of custom work requests has helped VITA increase its efficiency and manage the growth of work requests





Process improvements - Planned

- Four new standard forms in development
 - UCaaS
 - Third-party printer installation
 - Enterprise Remove Connectivity Service (ERCS)
 - Disaster recovery server/storage removal
- Release 3.0 of the service catalog and work request database in the planning stages
- Continued identification of pain points in the process, the causes and action to resolve



Summary

- Work request is one of several critical ordering processes for VITA, its customers and infrastructure services
- The volume of transactions has increased significantly given the relatively static base of customers
 - Some volume has been driven by standardizing certain solutions
- The process is monitored for performance and continuous improvements



Questions